

Customer Service

Recommendation 1: Create a customer- based environment in the courthouse.

The probate courts have established court service centers in Rockingham and Hillsborough Counties. Probate Court Administrative Judge David King has accomplished this by reassigning existing positions to serve in the new court service centers. He has provided special training for these employees because they are asked to make a significant shift in their job duties. They spend no time on case processing; instead, they are devoted exclusively to direct litigant service.

During the first week of operation, the Hillsborough Probate Court Service Center served 61 different people (including four attorneys) and the Rockingham Probate Court Service Center served 65 individuals (including nine attorneys). The probate court asks court service center users to complete a user satisfaction survey. Early feedback has been very positive and probate court officials in Rockingham and Hillsborough Counties are very excited about this innovation.